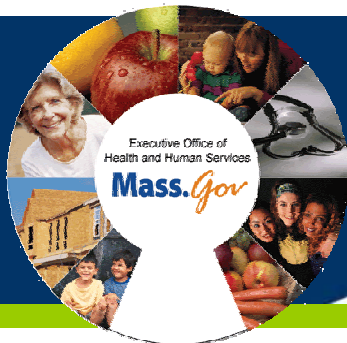


The Virtual Gateway Provider Newsletter



EOHHS

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2004



Welcome!

Welcome to the November/December issue of the Virtual Gateway Provider Newsletter! If you missed any previous issues, please visit www.mass.gov/eohhs. The number of EOHHS providers using the Virtual Gateway is growing and users continue to comment on how the Virtual Gateway makes it easier to enter, track and manage applications.

In this Issue

In this issue we focus on topics we hope matter to you most, from new release information, help desk and training support, to frequently asked questions. You will discover how provider feedback has been incorporated into the latest VG releases. We also share a story (could this be you?) from the Help Desk, along with details on how to utilize their services.

New Virtual Gateway Releases Incorporate your Feedback

Feedback from users and the provider community has been vital in helping the VG team assess and incorporate new features and enhancements. Version 1.1 (released in early November) and 1.2 (released in early December) present several new features and enhancements, most of them a direct result of your feedback! Here are some of the most significant changes:

Version 1.1

- New search feature lets MassHealth providers see eligibility determination status for those who may have applied to MassHealth at another location using the Virtual Gateway
- A separate, printable Electronic Application Signature page allows providers to capture 'wet' signatures from applicant(s) more easily.
- Link on home page to frequently asked questions and answers
- Link on home page allows you to easily input comments and suggestions about the Common Intake Data Collection tool

New Virtual Gateway Releases Incorporate your Feedback, Cont'd next column...

New Virtual Gateway Releases Incorporate your Feedback, Cont'd...

Version 1.2

- Permission to Share Information (PSI) form is now online, pre-populated with applicant and provider information. It can now be printed directly from the Gateway
- New Women's Health Network screens/questions capture Primary Care Physician and health history data
- Another EOHHS program was added to the Eligibility Screening tool: Veteran Services

When new releases occur, current VG users are notified directly about the new features they will see.

Virtual Gateway Help Desk Saves the Day!

"When I answered the phone, I could detect the edge of panic in the intake worker's voice. The background noise completed my image of her sitting with a patient in a busy hospital setting. This was one of her first VG applications and she just wanted to complete it for this patient. Of course, it didn't appear to be cooperating and kept giving her an error message. Talking through the fields on the page, we discovered a mandatory field that hadn't been completed. Once checked, she breathed a sigh of relief, thanked me and completed the application."

The VG Help Desk is an integral part of our commitment to ensure that the transition to and daily use of the Virtual Gateway is smooth and stress-free. The Help Desk team is available to assist you with general VG questions, technical or system issues, ordering VG MassHealth packets, and VG password resets. You can reach them Monday through Friday from 9 a.m. to 5 p.m. at **(800) 421-0938**. If you are calling after hours, be sure to leave a detailed voicemail message and they will return your call.

Virtual Gateway Help Desk Saves the Day, Cont'd on next page...

Virtual Gateway Help Desk Saves the Day, Cont'd...

As with any help desk, the information you provide may help them solve your problem more quickly.

So, have as much information as possible when you call (e.g., Application Number, screen/field you were working on, description of the issue or error message). They work fast and have a substantial knowledge base, but occasionally may have to assign you a ticket number and get back to you so they can do more research.

Incidentally, after fielding several calls similar to the one above, the VG Help Desk suggested changing the way mandatory fields are displayed. As a result, all mandatory fields are now shaded in blue in addition to being flagged with a red asterisk.

Virtual Gateway Help Desk: (800) 421-0938

Your Input—Our Indispensable Resource

The VG Help Desk is only one of our resources for gauging how we are doing. Feedback from training sessions and submitted through the feedback link in the Common Intake Data Collection tool has been integral in helping the VG team assess and incorporate new features and enhancements. *We want to hear from you!* You can use the [Submit Common Intake Feedback](#) link on the home page of the VG tool any time to tell us about your experiences with and suggestions for the Virtual Gateway and the VG Help Desk. It's short, it's easy, and you only need to answer the questions that are relevant to your feedback. Thank you!

Handy Links Take You Where You Want to Go!

To access and print the Virtual Gateway training materials at any time, [click here...](#)

To view prior editions of the Virtual Gateway Provider Newsletter, [click here...](#)

If you're still a little fuzzy on what the Virtual Gateway is all about, [click here...](#) for a full-color walk-through of the VG.

To look at and print the Virtual Gateway brochure, [click here...](#)

To check out the Virtual Gateway Fact Sheet, [click here...](#)

Training Team Keeps Up The Pace

Our team of trainers from several EOHHS agencies continues to train hospitals and health centers across the Commonwealth in the Common Data Collection Intake Tool. Twenty-one HHS providers have already been trained and are now using the common intake tool to submit applications to multiple programs for clients. Providers currently using the Gateway have submitted more than 7200 applications and report that in many cases the time it takes to receive an eligibility determination from MassHealth has dropped considerably.

FAQs—We're listening...

Q "Can I use the Virtual Gateway tool to see if someone has submitted an application to MassHealth through the Virtual gateway at another facility?"

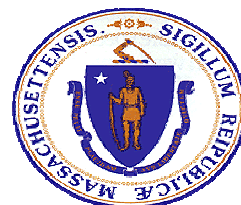
A If you are a MassHealth provider, you can check in the Virtual Gateway to see if someone has previously submitted a MassHealth application at another facility. From the Provider Dashboard, click on the [Search For MassHealth Applicant](#) link to search for family members that may have recently submitted a VG application at another facility.

Q Why can't I use the navigation links on the left hand side of the screen to get to the module I want?

A You may only use the left navigation links to visit modules that have already been completed. If you have not yet visited and entered all screens within a module, then you will not be able to access the module using the navigation links on the left.

Questions and comments about the Virtual Gateway can be sent 24/7 to:

VirtualGatewayHHS@state.ma.us



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Health and Human Services
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